Trends Analysis Report

Experience of Care Homes

ABOUT THIS REPORT

Healthwatch Croydon has analysed the service user experience of local Care Homes.

The Coding
Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Croydon Patient Experience Panel.

The Care Pathway
Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

Disclaimer
The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

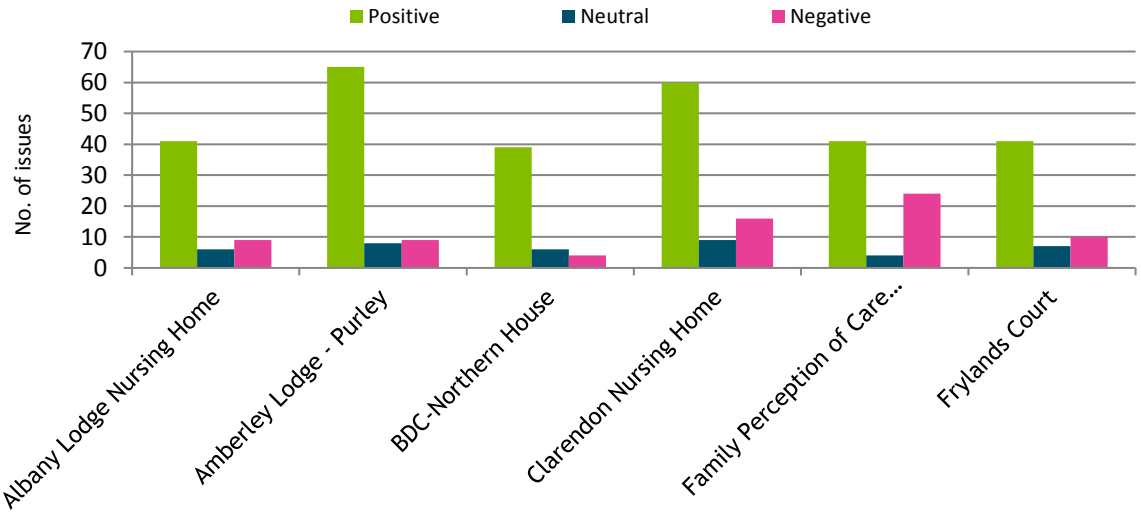
SECTION 1: REPORT CONTENT

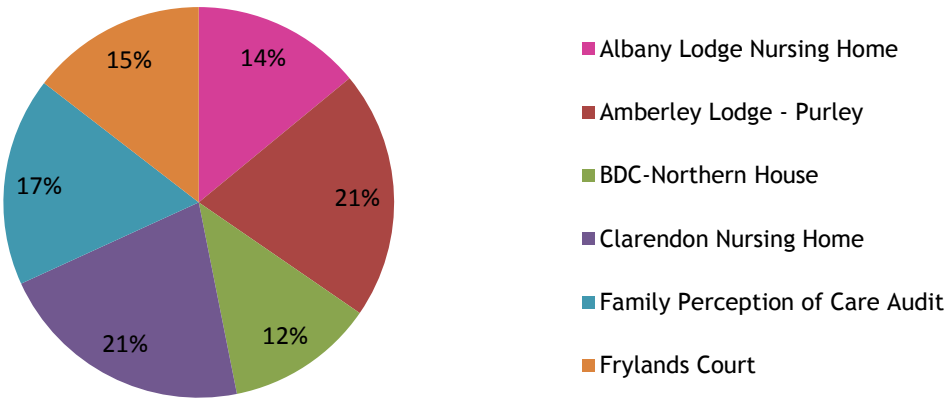
Healthwatch Croydon has identified 400 issues during the period below:

1.1: Reporting Period: **From:** 01/07/2014
To: 31/10/2015

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

1.2: Data Origin





The Data in this Report
83% of the service user comments originate from Enter and View Visits, with the remainder from the St Christopher Hospice 'Family Perception of Care' audit.

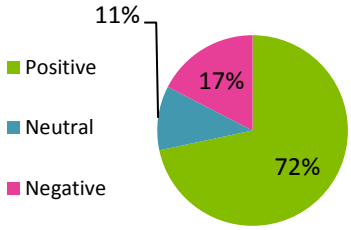
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 08/12/2015

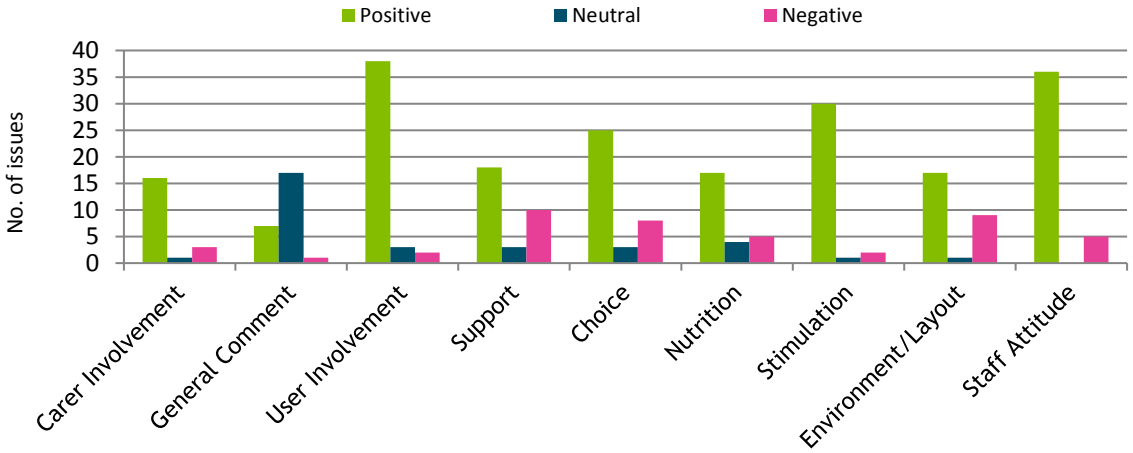
SECTION 2.1: TOP OVERALL TRENDS

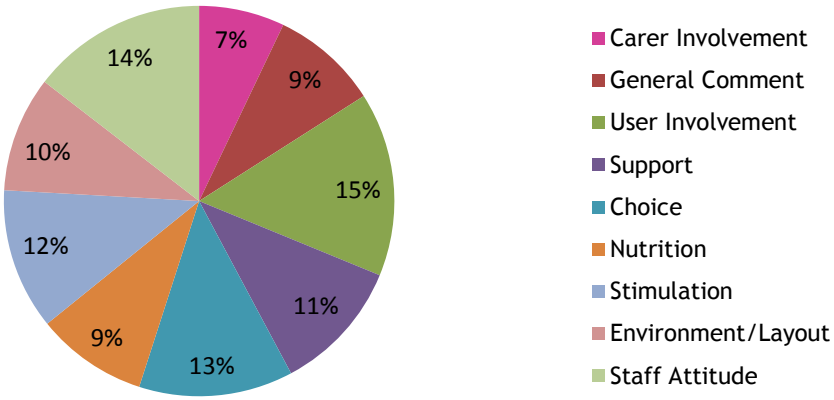
2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 72% positive.



2.1.2 Top Trends

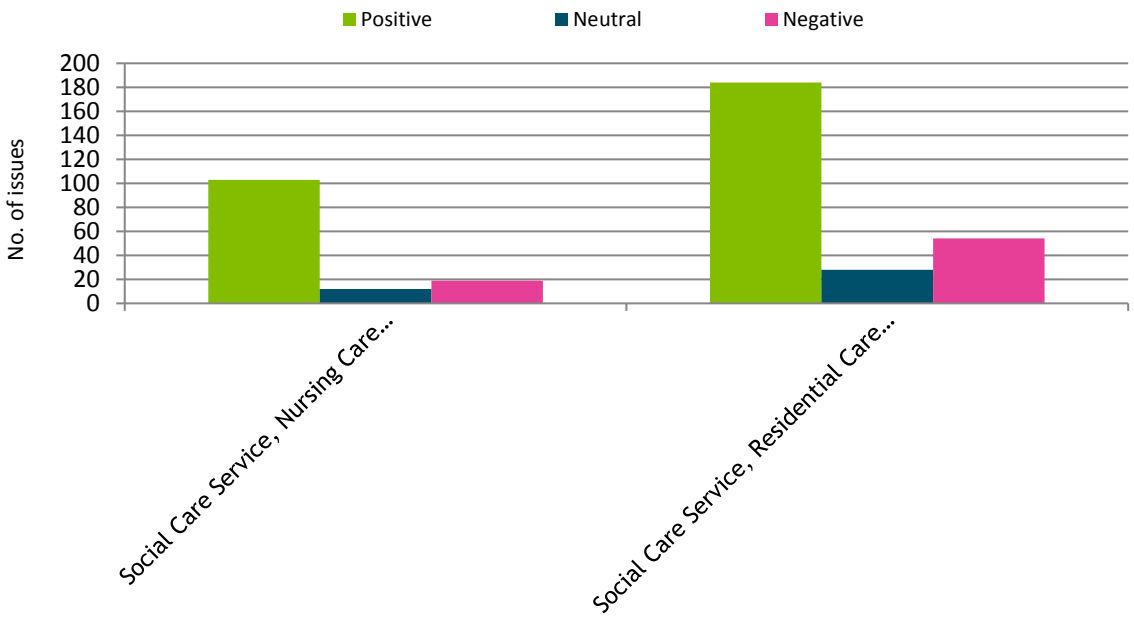


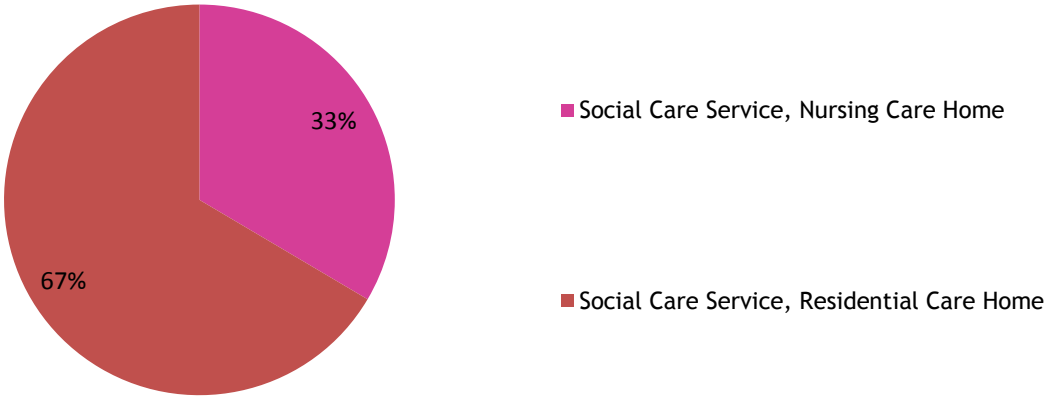


Trends to Watch:
A number of clear positive trends have been detected, including User Involvement, Staff Attitude and Stimulation. Sentiment on Carer Involvement is also clearly positive, and broadly so on Choice and Nutrition. We may conclude that care is person-centered and residents are generally satisfied.
On personal Support and Environment/Layout, sentiment is marginally positive, with comments suggesting some scope for improvement.

SECTION 2.2: TOP OVERALL SERVICE TYPE

2.3.1 Top Service Type

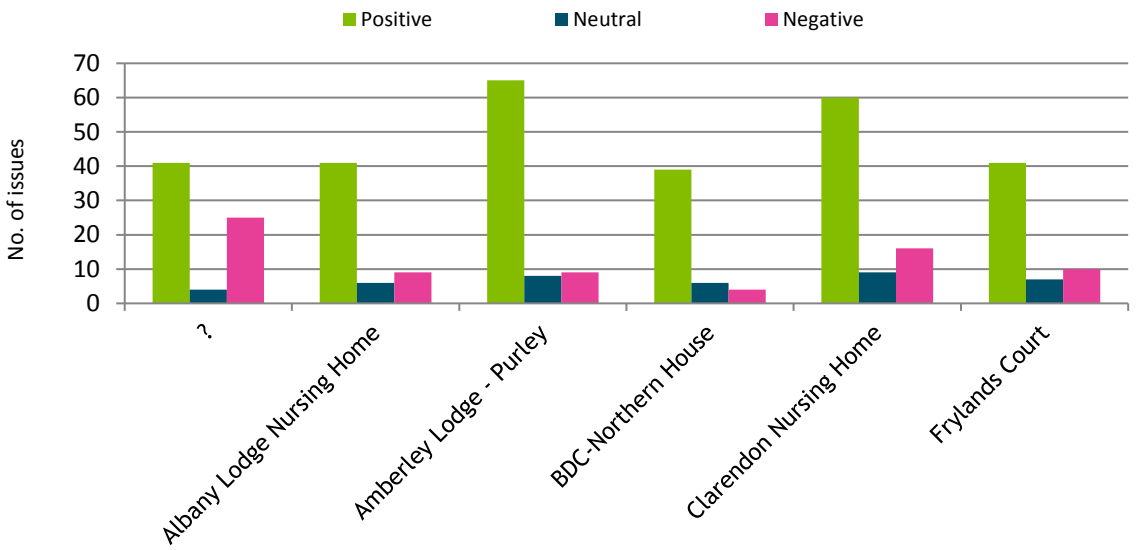


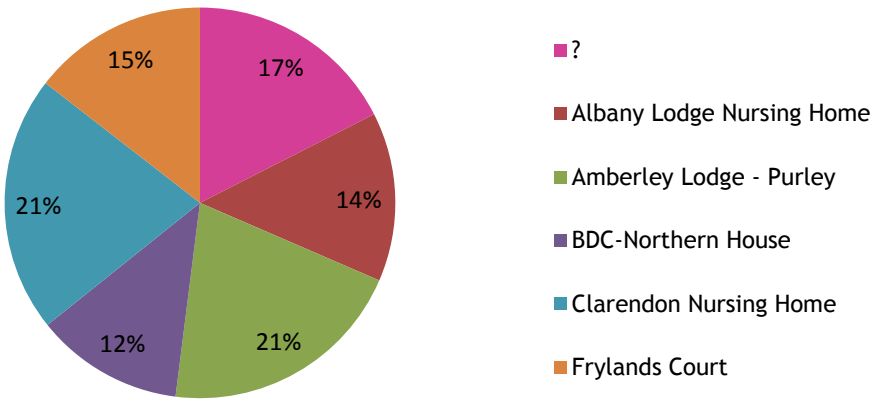


Trends to Watch:
67% of comments are about Residential, and 33% about Nursing Care Homes.

SECTION 2.3: TOP OVERALL SERVICES

2.3.1 Top Services

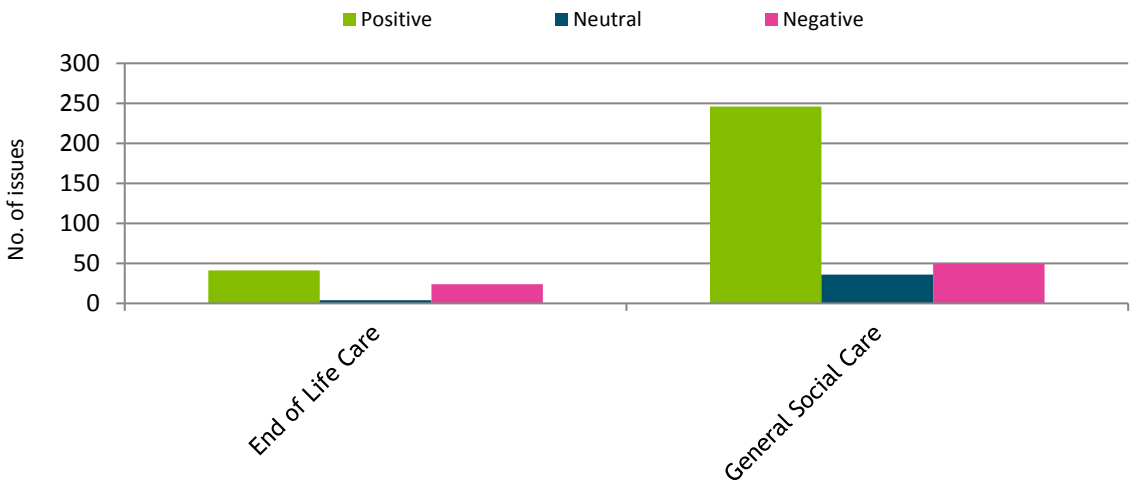


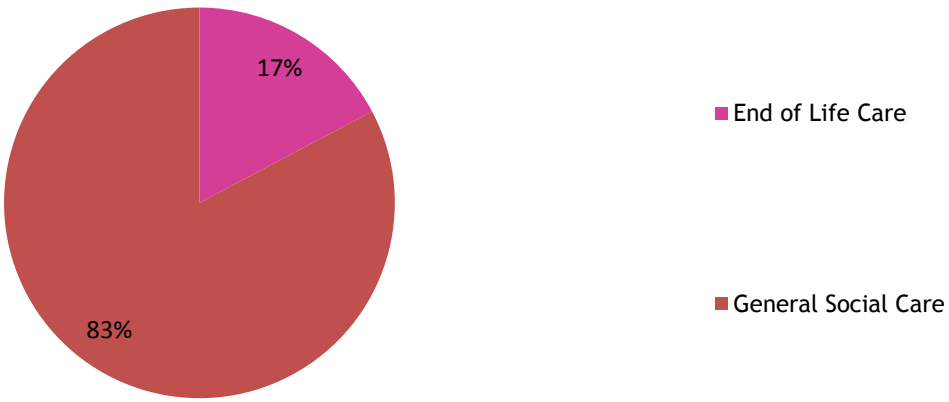


Trends to Watch:
Comments suggest sentiment at all Homes is clearly positive overall.

SECTION 2.4: TOP OVERALL TOPIC

2.4.1 Top Topic





Trends to Watch:
83% of comments are about general care experience, with 17% about end of life care specifically.